Contract number:
Title: Field and Testing Support for the Worldwide Port System (WPS)

1.0 Scope.

This Performance Work Statement (PWS) is for the testing and field support, including Independent Verification and Validation (IV&V) Testing in support of the Ocean Cargo Systems Branch, Automated Transportation Systems Division, the Military Surface Distribution and Deployment Command (SDDC). This includes participation in Systems Qualification and Systems Acceptance Testing, and providing functional WPS expertise.

There are approximately 150 inquiries to the WPS Tier II Support Line per month. These contacts are generally referred to the WPS Tier II Support Line from the MTMC Consolidated Hotline where initial requests for Help Line support are received. Because WPS is fielded worldwide and because it involves military operations or reserve training it must be supported 24 hours a day, 7 days a week. WPS is also actively involved in enhancement projects for WPS and Automatic Identification Technologies (AIT), for which contractor support is required by this SOW.

1.1 Background.

WPS is an automated information system designed to support the operational requirements of the Department of Defense (DoD) for tracking and documenting the movement of DoD ocean cargo through water ports. It is currently fielded to 75 Army and 15 Navy active and reserve activities worldwide (see Attachment 2). It operates on Hewlett Packard 3600, J9000 or 725 file servers at each location running HPUX 10.3.2, Oracle 7.3.2, and Oracle forms 4.5. Most programs are written in PL SQL, with a significant number of UNIX shell scripts and a small number of C programs (see Attachment 1). The system began to be fielded in 1992 and completed fielding in 1996. The CONUS Regional Data Base, described below, was originally developed by Oakridge National Laboratory, with software maintenance and development functions later transitioning to ANTEON Corporation, then to TRW (now Northrop Grumman). The WPS Terminal System programs were developed using in house government programmers located at Oakland, CA with software maintenance and development functions later transitioning to TRW (now Northrop Grumman).

1.2 Objective.

The objective of this PWS is to provide testing and field support, including Independent Verification and Validation (IV&V) Testing.

2.0 Risk Management and Applicable Requirements Documents:

2.1 Ultimately the Contractor and its personnel are responsible for performance of the requirements of this PWS in accordance with the requirements of the laws of the United States of America, just as the Government and its personnel would be if they were

performing the efforts of this PWS. Not withstanding any language in this PWS to the contrary, failure of the Government to specifically identify a particular document or part thereof as mandatory does not relieve the Contractor or the Government from compliance with law in performance of this PWS. Risk is to be managed by the Contractor and the Government as each performs their respective responsibilities subject to applicable oversight and approval requirements for their decisions. Where PWS requirements are based on policy, the Contractor and the Government shall each work to achieve an acceptable balance change, compliance, and risk.

2.2 When reissues, supplements, or amendments to mandatory requirements documents or new mandatory requirements, documents are issued throughout the life of the contract, they shall be considered effective and binding at the same time they are binding on Government operations. The Contractor shall promptly notify the Procurement Contractor Officer (PCO) in writing of each change. Upon identification of any change to or new mandatory requirements documents that results in an increase or a decrease in PWS price, the Contractor shall promptly notify the PCO of the change and submit a proposal to the PCO, within 30 days of receipt of the change. The proposal shall contain detailed information that includes, as a minimum, comments on the affect labor, performance, and schedule and a proposed cost growth or reduction estimate. The change will be negotiated under the provisions of the contract clause entitled “Changes”.

2.3. Documents. N/A

2.4. Definitions. See attachment 1.

2.5. List of Acronyms. See attachment 3

3.0 SPECIFIC TASKS

3.1 GENERAL

The contractor shall provide the technical and functional activities at the contract level needed for the program management of this Performance Work Statement (PWS). The contractor shall identify a Project Manager (PM) that shall head the Contractor Project Management Office (PMO). The PM shall be the primary point of contact with the government in matters pertaining to the acceptance of the other services performed under the contract. The contractor’s PM or designated representative shall participate in formal system and program management reviews and in informal technical interchanges and discussion.

3.2 The contractor shall provide draft Management Plan within 15 working days of contract award to the government. The government will have 15 working days to review and comment upon the Management Plan. A Final Submission due 15 working days after receipt of Government comments on the Draft. If no government comments are received, the draft Management Plan will be considered final. Changes to the Management Plan shall be presented to the Government. At a minimum, the

Management Plan shall describe the technical approach, organizational resources, and management controls to be employed, performance, quality assurance measures, and schedule requirements throughout the contract.

3.3 A Project Management Status Review (PMSR) shall be conducted weekly at the government site and shall be a briefing in electronic format that will provide management (MTMC and contractor) with an insight into the contractor's performance. The PMSR Report must address the contractor's technical progress, program planning, and progress. Addresses status of all outstanding issues from the previous PMSR as well as new issues affecting the progress of the task. Status and information presented at the PMSR shall be provided to the Contracting Officer Representative (COR) via email no later than the day prior to a PMSR.

3.4 WPS Testing and Fielding Support

3.4.1 Software Test Plans

The contractor shall prepare Software Test Plans in support of testing requirements for WPS systems (Appendix 1). Typically these plans will support the Independent Test and Validation (IV&V) requirements for Systems Change Package (SCP). For estimate purposes, one new test plan per system/process per quarter will be required. Typically testing events will follow the same plans previously created with some modifications to meet specific requirements. Discrepancies will be forwarded to the COR for adjudication. After the developer has completed software corrections the contractor shall conduct complete regression testing in accordance with the Test Plan.

As part of these test plans the contractor shall create Test Condition Reports (TCRs) to fully test the above systems. These TCRs should be tied to standard data sets, which incorporate representative cargo records with known data format and content flaws to emulate real world data. In general these TCRs should be standardized and grouped by functional areas. They should form the basis of routine repetitive validation testing.

Performance Objective 1: The contractor shall provide a fully descriptive Test Plan that walks a tester through 100 percent of the code to be tested using predefined TCRs, and assumes the tester to be a typical end user.

Performance Standard: Submission of an acceptable Software Test Plan to the government prior to test initiation 95% of the time.

Performance Measure: Government acceptance, after analytical review of the Plan.

3.4.2 Software Test Support

Contractor testing shall validate and verify that the software code meets functional requirements for the systems noted in Appendix 1. The contractor shall install System Change Packager (SCP) and execute the Software test as an end user to ensure proper functioning of all installation requirements and changes contained in the SCP. The testers themselves shall be experienced in the requirements and work habits of

water port end users, as well a knowledgeable in DoD water port cargo documentation requirements in order to evaluate the effectiveness of the changes. In addition the contractor shall conduct regression testing to ensure other related processes were not affected by the code change. The contractor shall follow the developer's guidance as to all possible dependent processes, which will need specific testing. Any problems or issues shall be presented in a Daily Update Report and discussed at daily meetings with government representatives during the IV&V testing cycle. The contractor shall review the Version Description Document, provided as part of the SCP package developed by the developer for sufficiency, and make recommendations for additions or clarifications. Before a SCP is released, the contractor will load the SCP (as if a user) following the Version Description Document. Final Results of all software and SCP installation procedures shall be included in the Software Report of Test. This report shall include a recap of each change contained in the SCP. It shall indicate whether each change contained in the SCP successfully passed testing, and any issues, which remain outstanding and shall be submitted to the COR prior to SCP release.

Performance Objective 2: Contractor shall validate and verify that the tested software code meets functional requirements and results detailed in the Software Report of Test.

Performance Standard: Review of the report of test and daily test reports. At test conclusion 100% of tested code executes as required or is noted as a discrepancy in the report of test.

Performance Measure. Government acceptance of the Software Report of Test and release of the SCP or emergency Problem Report (see paragraph 3.6.1 for Problem Report explanation)

3.4.3 Hardware Assessment Report

The contractor shall provide hardware selection, and configuration recommendations as well as, testing, for existing or newly acquired WPS hardware. This includes recommending new hardware and hardware integration into new or existing system configurations, and shall be based on market surveys and, or, hardware testing as required. Testing to support recommendations as well as any recommendation themselves, shall be detailed in a Hardware Assessment Report and be submitted within 15 working days after government request. Accomplishment of necessary H/W (contractor recommended) and S/W integration and configuration testing will be conducted at the government site or a contractor-provided off-site location (as directed by the government). For estimate purposes one Hardware Assessment Report is expected once per base period and each option period.

Performance Objective 3: The contractor shall prepare a Hardware Assessment Report to detail recommendations for hardware selections and or validate new hardware in it's intended use.

Performance Standard: Submission of an acceptable Hardware Assessment Report detailing any testing and or recommendations to the government within 15 days of the governments request.

Performance Measure: Government acceptance, after analytical review of the Hardware Assessment Report of test.

3.5 Basis of Issue Plan (BOIP) Support (OPTIONAL Task 1)

The contractor shall provide support in tracking and facilitating the approval of the WPS BOIP. Specifically the contractor shall be required to assist the PMO in the review and acceptance process for the BOIP and to work with the USA Force Integration Agency on updating appropriate information for data entry into the Army's Total Asset Visibility (TAV) database. The Government estimates that this task will not exceed 250 man-hours. The Performance Objectives for this task are similar to the Performance Objectives found in paragraph 3.4.1, 3.4.3, 3.6.2 and 3.10.

3.6 Customer Support

3.6.1 Primary Telephonic Response

The contractor shall be responsive to service requests (SR) from the SDDC MARCC (SDDC Applications Resource Contact Center) in accordance the SDDC MARCC SOP. The SDDC Consolidated Hotline (staffed and managed by separate contract) will normally receive initial problem reports from users in the field. Problems that cannot be resolved by the Consolidated Hotline will be documented in a Problem Report (PR) and provided to the second tier support. The contractor shall be responsible for second tier support. The contractor shall determine if the problem is a functional or technical difficulty with the hardware or software. Where possible, the second tier support line shall work with the user to resolve the issue. Resources allocated to the second tier support shall have a high level understanding of DoD transportation requirements for water ports as well as the supporting documentation requirements. When the problem is determined to be a software problem, the contractor shall document it to be referred to the developer for correction. Once corrected, the software fix shall be tested by the contractor for functionality prior to any change being released to the field. Each PR is assigned a PR number and is closely monitored by the WPS Branch from the time of identification through problem resolution for the end user. The contractor shall be responsible for expeditious validation of the corrected software provided by the developers.

Once the contractor receives a referral (Tier II) from the Consolidated SDDC Hotline, the contractor shall respond within 1 hour of receipt of a call. Contractor personnel performing this duty shall be provided with a paging device, a phone credit card, a toll free phone number or other means of paying for a long distance phone call, and a laptop with hardware and software necessary to connect with the supported site. All responses to trouble calls will be recorded in a database maintained by the contractor. This database shall be structured as a knowledge base to facilitate the transition to

SDDC's consolidated call center concept of operation. The contractor shall maintain a WPS Aged trouble call status report (Tier II) presented at the weekly PMSR.
Deliverable: WPS Aged Trouble Call (Tier II) Status Report

Performance Objective 4: The contractor shall prepare a WPS Aged Trouble Call (Tier II) Status Report to the government weekly as part of the PMSR to detail support activity to the MTMC Hotline, as well as status on outstanding actions.

Performance Standard: Submission of an acceptable WPS Aged Trouble Call (Tier II) Status Report to the government. Tier II response shall meet the one hour response requirement 90% of the time.

Performance Measure: Government acceptance as detailed by analytical review of the WPS Aged Trouble Call (Tier II) Status Report.

3.6.2 Hardware Accountability:

The Contractor shall maintain the Hardware and Office Automation Inventory Listing inventory for the WPS Project Office. Inventoried equipment shall include Office automation and WPS systems equipment (for systems listed in Appendix 1) within Ocean Cargo Systems branch located at Alexandria, Chantilly, and Ft Eustis. The contractor shall also support property accountability requirements.

Performance Objective 5: The contractor shall prepare and maintain a Hardware and Office Automation Inventory Listing. Listing will be provided to the government monthly as part of the PMSR.

Performance Standard: Monthly submission of an acceptable Hardware and Office Automation Inventory Listing to the government 90% of the time.

Performance Measure: Government acceptance of the Hardware and Office Automation Inventory Listing

3.6.3 On Site Response

For new fielding, technical upgrades (hardware and or software), training, and issues requiring on site support, the contractor shall be prepared to provide on site functional, technical and installation support to a maximum of three sites simultaneously for up to three weeks at each site. For Reserve units on site visits shall include support for Reserve exercises, and shall include New System fielding for Deployable Port Operations Centers (DPOCs) and Mobile Port Operations Center (MPOCs). After each visit, an after action report that contains an overview, places and dates of travel, participants, points of contact, purpose of trip, summary of events, observations and recommendations will be furnished. For estimate purposes, the contractor should anticipate that this will occur approximately two times per the period of performance for SDDC and Navy active sites. For Army and Navy CONUS Reserve sites the contractor shall assume 4 trips per he period of performance.

Performance Objective 6: The contractor shall prepare an After Action Report to detail assistance provided during the site visit. Visits involving training shall include student rosters and an assesment of the effectiviness of the training provided. Any site issues or concerns with WPS systems shall be captured and included in the report.

Performance Standard: Submission of an acceptable After Action Report (On Site) within 5 working days of return from site visit.

Performance Measure: Timeliness of submission and Government acceptance.

3.6.4 WPS Systems Daily Site Checks

WPS Tier II customer service support contractor personnel will periodically access all Active WPS Terminal systems, OCONUS and CONUS. to assist in verifying that WPS units have the latest WPS versions, identify any communications problems, or identify any other problems, which may impact the systems effectiveness. For reserve units, WPS Terminal systems shall be checked periodically upon activation. The COR shall be notified immediately when problems or issues are identified with a specific site. A WPS terminal located at SDDC HQ to provide system access. This will be done using WPS hardware and software provided by the WPS Branch. A Daily Site Check Report shall be submitted daily by electronic means daily.

Performance Objective 7: The contractor shall prepare a Daily Site Check Report electronically to detail sites WPS System status.

Performance Standard: Submission of an acceptable Daily Site Check no less than once per work day, 95% of the time.

Performance Measure: Government acceptance of the Daily Site Check Report.

3.7 Support for Reserve Units

Reserve units equipped with WPS have equipment and software, which has been tailored for their mission. They also have less opportunity to train with the equipment but must be ready to deploy and use it on short notice. The contractor shall provide support to these units that are tailored to their needs. The support shall include the following subtasks:

3.7.1 WPS on-site support at Ft Eustis.

The contractor shall provide on-site support to Ocean Cargo Branch personnel at Ft. Eustis, VA. The contractor will assist in responding to Reserve Forces users and administrators of WPS at Ft. Eustis, VA and other sites designated by the WPS Branch. The Contractor shall assume one-person on-site support person to be located at Ft. Eustis Va. On-site support to Ft. Eustis and reserve units shall be reported as a part of the weekly PMSR

Performance Objective 8: The contractor shall provide On Site support to Reserve Forces using WPS at FT Eustis.

Performance Standard: Submission of an acceptable weekly update to be summarized in the weekly PMSR .

Performance Measure: Government acceptance of the weekly update.

3.7.2 Support WPS Reserve Force Workshops.
The contractor shall support WPS Reserve Workshops by presenting one workshop session (one to two days) tailored to Reserve Force users of WPS, when identified by the Ocean Cargo Systems Branch. In support of this task the contractor shall update any training materials used for the Workshop, The reserve training sessions shall focus on user and SA Training workshops. After each session, a WPS Reserve Workshop After Action Report shall be submitted detailing by name, those who attended, any issue or problems areas raised during the session, and a general assessment of strengths weaknesses in the class. Any recommendations to change or improve the secessions shall also be included. For proposal purposes the contractor shall assume 1 Workshop.

Performance Objective 9: The contractor shall prepare a WPS Reserve Workshop After Action Report.

Performance Standard: Submission of an acceptable WPS Reserve Workshop After Action Report no later than 7 working days from the completion of the Reserve Workshop.

Performance Measure: Government acceptance of the WPS Reserve Workshop After Action Report.

3.8 Review User Manuals
The contractor shall review all User Manuals for the systems and processes, noted in Attachment 1. The contractor shall expect each manual to be reviewed on a quarterly basis. After a review of a manual the contractor shall provide a Documentation Review Report to the WPS Branch outlining strengths, weaknesses and suggestions.

Performance Objective 10: The contractor shall prepare a Documentation Review Report exploring the the strengths and weaknesses of developer submitted user manuals.

Performance Standard: Submission of an acceptable Documentation Review report no later than 14 days after receipt of document to be reveiwed.

Performance Measure: Government acceptance of the Documentation Review Report.

3.9 WPS Sustainment Training
The contractor will periodically provide classes and training documentation. The training may be to refresh current users, or initial instruction for newly assigned personnel or instruction on new aspects of WPS.

Two general categories of training are: System Administration and End User. Training shall be conducted in a classroom environment and will consist of lectures and discussions combined with hands-on exercises involving operation of the WPS system. All classes shall be conducted at government sites designated by the COR. The anticipated frequency of the classes is two Systems Administration classes per quarter, and one End User class per period of performance. Training shall be divided into classes consisting of the following blocks of instructions.

System Administrator Class - Anticipated length is 2 weeks. Class consists of either a basic or advanced course of instruction. The basic class includes all of the topics below, and the advanced class consists of more in-depth coverage of selected topics from the following:

Introduction, System Hardware, HP– UX, Software Configuration Security, User Administration, Printers, CRONJOBS, Networking, Communications Overview, Systems Backup and Recovery, Deployment Checklist

The contractor shall submit Training After action report to document the accomplishment of a class.

WPS Application for the End User Class - Anticipated length is 2 weeks for the full end users course to be offered once per quarter. A second course specifically targeted to the set-up communications requirements and use of the Carryaway system shall focus on a sub-set of the below topics and shall be 1 week in duration.

WPS Overview, Export, Import, Tables, and Utilities Function, MRM-15, Use of Intelligent Query (IQ) Techniques, Intelligent Query for Managers, WPS View Master and Pre-formatted Reports, Query and Reporting Techniques, Location and Disposition of Cargo. Regional Application for End User, Functional Use of Standard Regional Processes, Carryaway Communications options, Carryaway setup and use.
The contractor shall submit Training After action report to document the accomplishment of a class.

3.9.1 A Training After Action Report for SA training (basic or advanced) or End User (full End User class or Carryaway class) shall be submitted not later than 7 Working Days after the completion of the class. This Report shall contain the class roster; any issue or problems areas raised during the session, and a general assessment of strengths weaknesses in the class. Any recommendations to change or improve the secessions shall also be included.

Performance Objective 11: The contractor shall prepare a WPS Training After Action Report.

Performance Standard: Submission of an acceptable WPS Training After Action Report no later than 7 working days from the completion of the Training class. The

Training After Action Report shall be submitted detailing by name, those who attended, any issue or problems areas raised during the session, and a general assessment of strengths weaknesses in the class. Any recommendations to change or improve the secessions shall also be included.

Performance Measure: Timeliness and the completeness of the Training After Action Report. Government acceptance of the WPS Reserve Workshop After Action Report.

3.10 Maintain Training Documentation

The contractor shall update training manuals, workbooks, lesson plans, and training materials whenever the WPS software is changed. All documentation will be reviewed by trainers, and updated as needed after each test event. Prior to being finalized, all documentation will be reviewed again by trainers and documentation specialists. The contractor shall prepare training documentation for both self paced and instructor led training. Training materials shall include exercises requiring user participation to reinforce what the user has learned. Final delivery of all documentation shall be made at least two weeks prior to required use as training and implementation guides. Copies of the following documents shall be furnished in the established WPS format. A digital copy will be provided using the SDDC standard word processing program. The following training documentation shall be maintained:

Training Manuals and Equipment guides, updates shall be prepared to give users an overall perspective of the entire system. They shall provide users with detailed explanations of all functions within WPS including AIT processes and equipment. The training manuals required to be kept current are: Terminal Level Systems Administrator Manual, Terminal Level IQ Manual, Regional IQ Manual, WPS LOGMARS Equipment Guide, and LOGMARS Scanner Manual.

Training Workbooks give users exact instructions for operating specified commonly used functions as well as provide hands-on exercises. Workbook updates shall contain exact replicas of screens, which shall be used as learning tools for WPS.

WPS Course Lesson Plans shall be updated to reflect any changes to the course based on lessons learned from previous classes, or operational experience, or system changes.

Other Training Materials: In addition to manuals and workbooks, other in-class training materials shall be prepared / updated to include handouts, overhead projections, and quick reference guides which assist in user comprehension of WPS. For estimate purposes, the Contractor shall anticipate updating training material 8 times during the base period and 4 times for each option periods.

Performance Objective 12: The contractor shall prepare acceptable WPS Training Documentation updates.

Performance Standard: Submission of acceptable updated WPS Training Documenation shall be delivered 15 working days prior to a corresponding training class. Documentation must fully describe the supported course content requirements.

Performance Measure: Timeliness and the completeness of the training Documentation Government acceptance of the WPS Reserve Workshop After Action Report.

3.11 Technical Analysis:
The contractor shall conduct a Technical Analysis on emergent problems as required by the WPS Branch. Examples of the analysis anticipated are procedures for passing encrypted data between WPS servers via satellite/NIPRNET, and means supported of installing and maintaining WPS in port opening package vans. For estimate purposes, approximately one analysis per base period and each option period.

Performance Objective 13: The contractor shall prepare an acceptable Technical Analysis Report.

Performance Standard: Submission of an acceptable WPS Technical Analysis Report. Reports will fully explore technical issues involved in the subject of the report. It shall make any recommendations as to preferred technical courses of action, and include alternative analysis for other options. Technical merit, costs, and any schedule impacts should be explored if applicable.

Performance Measure: Government acceptance of the Technical Analysis Report.

3.12 Support Contingency Operations (Optional Task 2):
The contractor shall be required to augment the WPS Branch by serving as a team member during crises, contingencies or exercises. This task will require providing functional and technical WPS expertise and an after action report that contains an overview, places and dates of travel, participants, points of contact, purpose of trip, summary of events, observations and recommendations. For estimation purposes, the contractor may be required to travel to various locations for up to the period of performance of this task and require a secret security clearance to support the mission. The Government estimates that this optional task will not exceed 350 man-hours. The Performance Objectives for this task are similar to the Performance Objectives found in paragraph 3.4, 3.6, 3.9, 3.10 and 3.11 apply to this task.

3.13 WPS-W Fielding and Training (Optional Task 3):
The contractor shall provide fielding and training services for new WPS-W Carryaway systems hardware and software. The WPS PMO will identify locations to receive new systems. For estimate purposes, each fielding is expected to take approximately one week, and one functional and one technical contractor representative shall participate. The Government estimates that this task will not exceed 450 man-hours. The Performance Objectives for this task are similar to the Performance Objectives found in paragraph 3.4, 3.6, 3.9, 3.10 and 3.11.

4.0 Place of Performance/Hours of Operations.

Headquarters
Military Surface Distribution and Deployment Command
ATTN: SDG6-AC
Hoffman Building II, portion of 10th floor
200 Stovall Street
Alexandria, Virginia, 22332-5000

Note: Exceptions to performing all work at the government site shall be submitted to the COR for review. Generally this would apply when specialty work would best be accomplished at another location (including contractors site) where appropriate special skills or facilities are present. Changes in performance location will not affect price or contract performance.

The contractor shall be expected to have personnel available at the government site during a core period between 0500 and 2000 hours Eastern Time, Monday-Friday. Additionally, selected personnel must be available, on-call, 24 hours a day, 7 days a week for emergency response. Method of access to on-call personnel (e.g., pager, cell phone) shall be reliable and responsive. The government will furnish calling cards and pagers for communications purposes (note that phone-call bills will be reviewed and any inappropriate calls will be chargeable to the contractor). Calls for support will originate from, and be filtered by the WPS customer support hot line or the WPS Branch. The contractor shall be required to provide logs of actions taken in support of the WPS Hot Line during the PMSRs.

5.0 COOPERATION WITH OTHER CONTRACTORS AND GOVERNMENT PERSONNEL
The contractor shall cooperate with other contractors and Government personnel performing work for SDDC. The contractor shall be willing to adjust scheduling and performance to accommodate additional support when incorporated by modification. The Contractor shall avoid interfering with the performance of work by other Contractors or Government employees while not compromising health, safety or security. Any disagreement or cause of delay shall be brought to the attention of the COR.

6.0 QUALITY CONTROL AND QUALITY ASSURANCE
The Contractor shall be in compliance with FAR Cause 52.246 -4, “Inspection of Services, Fixed Price,” their QCP and in the performance all services required under this contract. The Government and Contractor will meet quarterly to discuss the Contractor’s adherence to the above-cited reference unless a contract discrepancy report is issued which would dictate scheduling a meeting sooner.

7.0 TESTING REQUIREMENTS. See Tasks noted in Section 3.0 and Deliverables in 8.0.

8.0 DELIVERY OF ITEMS/DATA:

PWS PARA	DELIVERABLE TITLE	NUMBER/FORMAT	SCHEDULE
3.1	Management Plan	Electronic to COR	Draft 15 Days after award Final 15 days after receipt of government comments and TM request
3.2	Project Management Status Review (PMSR) Documentation (slides, minutes, and an action item log)	Email to all participants	Weekly, not later than one day prior to each PMSR presentation
3.3.1	Software Test Plan	Electronic to COR	Quarterly, before each System Change Package (SCP)
3.3.2	Software Report of Test	Electronic to COR	Before each System Change Package (SCP) release
3.3.3	Hardware Assessment Report	Electronic to COR	Within 15 working days after government request
3.4.1	WPS Aged Trouble Call Status Report	PMSR	Weekly PMSR
3.4.1	Contractor Response to Trouble Call	Response Contact	Within 1 Hour 95% of the Time
3.4.2	Hardware and Office Automation Inventory Listing	Electronic to COR	Monthly
3.4.3	After Action Report (On-site Response)	Electronic to COR	Within 5 working days after each site visit
3.4.4	Daily Site Check Report	Electronic to COR	Daily
3.5	On-Site support to Reserve Forces at Ft. Eustis	PMSR status summaries	Weekly
3.5	Status Report for Reserve force exercises and drills	PMSR	Weekly
3.5.2	WPS Reserve Workshop After Action Report	Electronic to COR	NLT 7 working days after Training
3.6	Documentation Review Report	Electronic to COR	14 days after receipt of document to be reviewed
3.7.1	Training After Action Report	Electronic to COR	7 working days after the Class Two Classes per quarter
3.8	Training Documentation and Updates	Electronic to COR	2 weeks prior to training Class
3.9	Technical Analysis Report	Electronic to COR	Quarterly

8.1 Standard Distribution

- 1 copy of the transmittal letter without the deliverable to the Contracting Officer.
- 1 copy of the transmittal letter and 1 copy in electronic format (MS Word current version) to the COR.

8.2. Document Deliverable Criteria
Reports, documents and narrative type deliverables will be accepted when all discrepancies, errors or other deficiencies identified in writing by the Government have been corrected.

For the initial (draft) deliverables required by this PWS, the following procedures will apply:

- The Government will provide written acceptance, comments and/or change requests, if any, within 15 working days from receipt by the Government of the initial deliverable.
- Upon receipt of the Government comments, the contractor shall have 15 working days to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.
- If written acceptance, comments and/or change requests are not issued by the Government within 15 calendar days of submission of draft, the draft deliverable shall be deemed acceptable as written and the contractor may proceed with the submission of the final deliverable product.

9.0 Government Furnished Equipment (GFE)/Government Furnished Information (GFI)
The contractor shall provide ordinary PC office automation computers, software, and peripherals in a Local Area Network (LAN) in the event personnel work at the contractor's site. Coordination with COR shall be at least 30 days prior to desired change in performance location.

At HQ SDDC contractor personnel shall be provided: Workstations, LAN access, Fax, Telephonic support, supplies, and access to other routine office support equipment such as copiers, and printers. All GFE/GFI must be returned to the COR or transitioned to a follow-on contract no later than the last day of the PWS. The Government shall provide as GFI all necessary software required to perform this SOW. GFE/GFI must be maintained in the same condition throughout contract performance.

10.0 Security
Work performed under this PWS shall be UNCLASSIFIED. WPS is an unclassified system, but data is considered unclassified sensitive. The security mode for WPS is Systems High. The contractor must abide by all HQ MTMC Security Policies, available upon request to the COR. Although the work to be performed under this contract is UNCLASSIFIED, the contractor shall insure selected personnel possess SECRET clearances to be able to review and provide recommendations for correcting WPS

related system security deficiencies identified in classified reports and documents. A DD Form 254 is required on all contractor personnel related to this effort.

11.0 Period of Performance.
All work under this contract to include submission of all deliverables shall be competed within 8 months of contract award date.

12. Other Pertinent Information or Special Considerations
The contractor shall have Water Port Functional and MILSTAMP experience as well as System Administrator experience with HP-UX, Oracle, Windows NT, and Windows 2000. Replacement of key personnel, those critical to the successful completion of contract requirements, must be at the same or higher skill level. Replacement shall not impact contract price or schedule.

13.0 Access to WPS systems
While the contractor is performing at other than the government site, access to WPS systems shall be provided through a Dial-In (Radius) Account.

14.0 Contractor Travel
A significant amount of travel is anticipated in support of the tasks required by this PWS. Actual travel locations cannot be determined in advance. For estimate purposes the contractor shall assume a not to exceed amount of $40,000 for travel.

15.0 Contractor Incidental Material Procurement
The Contractor shall procure incidental H/W and S/W sufficient to support the WPS Branch requirements. For estimate purposes, the contractor shall assume not to exceed amount of $5,000.

16.0. Contract Transition

16.1 TRANSITION OF OPERATIONS. The contractor shall ensure the continuity of service while implementing its transition plan for all affected activities to preclude any adverse impact on the mission.

16.2 The incumbent contractor and the successful contractor shall provide a sufficient number of personnel to ensure effective transfer of all work in progress so as not to impact mission accomplishment.

Attachment 1

Current WPS Systems Overview

WPS is an automated information system (AIS) designed to support the operational requirements of the Department of Defense for tracking and documenting the movement of DoD Ocean cargo through water ports. It is currently fielded to 87 Army and Navy active and reserve activities worldwide. Specific software and hardware specifications for the Terminal and OCONUS Regional systems, as well as WPS sites and hardware configurations are shown below. A commercial off-the shelf product, Intelligent Query, is also supported.

SOFTWARE CONFIGURATION
OCONUS REGIONAL & TERMINAL SYSTEM

		Terminal System	OCONUS Regional System
Lines of Code:			
	SQL Scripts:	57,161	8,267
	UNIX Scripts:	37,024	20,004
	ADA:	4,523	0
	C:	4,049	1,356
Number of Oracle Forms:		413	83
Number of Oracle Reports:		267	66
Number of UNIX Scripts:		371	103
Number of C Programs:		6	0
Number of ADA Programs:		47	0
Number of Oracle Tables:		576	65
Number of Data Elements:		14,286	1,417

HARDWARE CONFIGURATION
TERMINAL SYSTEMS

Terminal System

HP9000/725, J2240 J5000 C3600 file server
Monitor
One SCSI terminal server
One UPS
One modem
Line Printer
Label Printers
16 Symbol PDT 7242 2D Barcode Scanners

Attachment 1 (Cont)

Carryaway

HP9000/715/743 file server/Tadpole PRECISIONBOOK RDI
One SCSI terminal server
One UPS
One modem
2 notebook computers
One AMT printer

HARDWARE CONFIGURATION
OCONUS REGIONAL

HP9000 725, J2240 file servers
Monitor
128 MB or 192 MB RAM
Transportation Group systems have one mini tower with 4 2.0 GB
Hard drives not striped
One SCSI terminal server
One 800 VA Clary UPS
One Telebit modem
Printer

WPS SITES AND CONFIGURATIONS

WPS is currently fielded to 90 locations worldwide (see Attachment 2). In addition to the 10 configured systems maintained at HQ MTMC, each field location has from 2 to 7 configured systems, and the current equipment configurations are as follows:

1.	Ocean Terminal Configuration (HP 9000 Model 725)
2.	Ocean Terminal Configuration (HP J Class Model 2240)
3.	Ocean Terminal Configuration (HP J Class Model 5000)
4.	Ocean Terminal Configuration (HP C Class Model 3600)
5.	OCONUS Regional System Configuration (HP J Class Model 2240)
6.	Carryaway System Configuration (HP Model 715)
7.	Carryaway System Configuration (HP 743 100), Briefcase sized Python computer
8.	Carryaway System Configuration (Tadpole PRECISIONBOOK RDI)
9.	Carryaway System WPS-W Configuration (Panasonic Tough book
10.	CONUS Regional System Configuration (HP K460 Central Data Base, two HP K260 as East and West Hub) Located only at HQ MTMC

1. Terminal System

The Terminal System is the primary point of data entry, it receives and processes the majority of the information handled by the system. Four variants on the Terminal System exist and are briefly described below. Common to all of the below Terminal systems is the use of Automatic Identification Technologies (AIT) to more effectively capture data for input into WPS. SDDC-Com is the WPS workstation terminal emulator.

Attachment 1 (Cont)

Terminal System (Unix): A Terminal System is designed to meet the cargo documentation needs of a Water Port. It is designed to both process local requirements and to communicate transaction activity to higher headquarters. It contains all the functionality and the same code as a Large Terminal System but is configured for a smaller database size and with less memory.

Carryaway System (Unix): A Carryaway System is designed to be moved to remote sites, operated locally with periodic data feedback to a Large or Small Terminal System. The Carryaway is designed for 1 to 3 users and contains all of the code of a Terminal System. By its internal designation as a Carryaway, some of the functionality is software-disabled. Memory and database size are also limited. Large terminals have 1 to 5 of these Carryaway each.

Carryaway System (Windows): WPS-W is a notebook based Carryaway with the same functionality noted above for the Unix, character based Carryaway but in a Windows environment.

Super Carryaway (Unix): A Super Carryaway is the same as the regular Unix based Carryaway but is configured for a large database and more memory. Its purpose is to support contingency sites that have a low traffic volume in peacetime but that could be rapidly expanded in wartime. Three of these are in use.

Satellite: This variation is a dial- up configuration designed to support remote users with a relatively low traffic volume. No database exists at this type of site, which is a separate, generally autonomous, administrative unit, which dials into a large terminal located at another site anywhere from 20 to 1,000 miles away.

MTMC-COM: WPS uses a utility program called MTMCcom which functions as a terminal emulation and communications processor for WPS work stations to access all WPS configurations, and is used as the client software to access WPS in Satellite mode noted above. It runs under C++ in a Windows 95, 98 or NT is 14,753 environment, and Lines of Code

AIT: Common to all of the above Terminal systems is the use of Automatic Identification Technologies (AIT) to more effectively capture data for input into WPS. This equipment is part of WPS and is included as required peripheral equipment and is designed to meet DoD standards. For water ports these technologies include the use of Linear and 2D Bar-coded Military shipping labels (MSL), and Radio Frequency Tags (RFID). WPS uses Symbols PDT 7242 2D scanners to read both Linear and 2D barcodes. The contractor will be responsible for all testing WPS / Scanner processes that capture receive and send data from 2D Barcode scanners (Symbol 7242), fielded worldwide. These scanners read both linear and 2D Labels. They communicate by RF or Batch upload to a front-end computer called a Business Process Server (BPS). This BPS in turn communicates with WPS to receive and pass data. The Logistic Integration Agency through separate task to LOGICON (now Northrop Grumman) is developing these RFDC processes. WPS PDT 7242 scanners are coded using software written in C++ or Java.

Attachment 1 (Cont)

In addition to the use of 2D and linear bar-coded data, the WPS Branch is using Radio Frequency Identification (RFID) tags (SAVI data rich plastic tags) for source data for ammunition movements WPS uses the BPS as a front-end computer to handle Communication to and from RF Interrogators. This architecture is currently only installed at Sunny Point, NC.

2. Outside of the Continental United States (OCONUS) Regional Systems
OCONUS regional databases receive feeds from various Terminal Systems in order to provide regional users visibility over activities occurring at each of the local sites. (The hardware configuration is provided at Attachment 1). Updates are automatically provided on a daily basis from each of the terminal sites to its designated regional system. Seven OCONUS Regional sites exist: two are active; the other five are for contingency.

3. Continental United States (CONUS) Regional Data Base System (CRDB)
The CRDB is a central database maintained at the HQ, SDDC, Alexandria, VA. The CONUS Regional system interacts every five minutes with the terminal systems located at each CONUS port. Data from shippers is sent to regional hubs (one hub focused on eastern US site and one focused west; both physically located at HQ SDDC and then down to the individual terminals. Similarly, updates made to the terminal databases are picked up every five minutes and used to update the CONUS Regional Database. Interaction is extensive between the CONUS Regional Database and the CONUS Terminal System. For CONUS based and other select terminals the CRDB is also responsible for passing event data to other Defense Transportation Systems such as the Global Transportation Network (GTN) and Logistics Intelligence File (LIF).

4. Ammunition Ports Automated Network (APAN):
The APAN configuration is a small, AIS currently used at the ports of Sunny Point, North Carolina and Concord, California. Its principle function is to track the location and associated net explosive weights of ammunition being exported. It is currently configured to run on a Microsoft NT Server 4.0 with Service Pack 6a OS providing a multiprocessing capability and supporting up to 75 concurrent users on each platform. The Windows NT 4 (Server) web-based configuration uses a combination of Oracle v8.1.7 Release 3 Relational Database Management System (RDBMS), Oracle Forms Server 6i and Reports Server 6i with Patchset 4, Apache Web Server v1.3, Oracle J-Initiator v1.1.8.7 (DoD version), and Netscape v4.7 (or above), Adobe Acrobat Reader v5.0, and communicates via Oracle's Net8 v.8.0.6 protocol

5. Other Supporting System
WPS uses a utility program called SDDCcom which functions as a terminal emulation and communications processor for WPS work stations. It runs under C++ in a Windows 95, 98 or NT is 14,753 environment, and Lines of Code

Attachment 1 (Cont)

6. Integrated Computer Deployment System (ICODES)

ICODES is a DoD knowledge-based, ship stow planning system for Ocean Cargo. ICODES development and sustainment is the responsibility of another contractor.

Attachment 2

UNIT NAME/ LOCATION	UIC	CONFIGURATION	STATUS

1. SDDC: (26)

a. **Europe (13)**

1.	598th Trans Group Rotterdam, Nl	W289AA	2,3,4	F/P
2.	831st Trans Bn Manama, Bahrain	W1DJAA	2,4	F/P
3.	Saudi Arabia Det Dhahran, Saudi Arabia	W1DJ02	4	F/0
4.	Kuwait Det Kuwait City, Kuwait	W1DJ01	4	F/P
5.	Qatar Det Doha, Qatar	W1DJ03	4	F/P
6.	838th Trans Bn Rotterdam, Nl	W4B9AA	2,4	F/P
7.	Rhine River Det Mannheim, Ge	W4B901	2,4	F/P
8.	839th Trans Bn Livorno, It	W4HUAA	2,4	F/P
9.	840th Trans Bn Izmir, Tk	W3SYAA	2,4	F/P
10.	950th Trans Co Bremerhaven, Ge	W4B8AA	2,4	F/P
11.	951st Trans Co Ipswich, UK	W4CAAA	2,4	F/P
12.	Azores Det, Lajes Field, Terceira	W1LPAA	2,4	F
13.	953rd Trans Co Piraeus, Gr	W0QSAA	2,4	F/P

b. **Pacific (4)**

14.	599th Trans Group, Wheeler AAF, HI	W3JVAA	2,3,4	F/P
15.	835th Trans Bn Naha, Ja	W4BVAA	2,4	F/P
16.	836th Trans Bn Yokohama, Ja	W4CNAA	2,4	F/P
17.	837th Trans Bn Pusan, Korea	W3H5AA	2,4	F/P

c. **Eastern Area (6)**

18.	841st Trans Bn Charleston, SC	W1NAAA	2,4	F/P
19.	597th Trans Group Southport, NC	W1QAAA	2,4	F/P
20.	956th Trans Co Ft Monmouth, NJ		2,4	F/P
21.	832nd Trans Bn San Juan, PR	W4ZGAA	2,4	F/P
22.	954th Trans Co Cape Canaveral, Fl	W1PDAA	2,4	F/P
23.	Headquarters MTMC Falls Church, Va	W0QFAA	6	F/P

d. **Western Area (3)**

24	842nd Trans Bn Beaumont, Tx	W1PEAA	2,4	F/P
25.	833rd Trans Bn Seattle, Wa	W2DUAA	2,4	F/P
26.	834TH Trans Bn Concord, Ca	W1M4AA	2,4	F/P

Attachment 2 (cont.)

2. Training and Doctrine Command: (1)

27.	U.S. Army Transportation School, Ft Eustis, Va	W1D7AA	2,4	F

3. U.S. Army Forces Command (Active Component): (6)

28.	7th Trans Group Ft Eustis, Va	WD1HAA	3	F
29.	276th ACDD Ft Story, Va	WHEGAA	2,4	F/P
30.	358th ACDD Ft Eustis, Va	WHEHAA	2,4	F/P
31.	491st ACDD Ft Eustis, Va	WC98AA	2,4	F/P
32.	164th CS Det Ft McPherson, Ga	WCRGAA	4	F
33.	355th CS Det Ft Lewis, Wa	WC3BAA	4	F

4. U.S. Army Forces Command (Reserve Component): (40)

34.	1173rd TTBn Brockton, Ma	W8JJAA	4	F
35.	1174th TTBn Flushing, NY	W8KBAA	4	F
36.	1176th TTBde Baltimore, Md	W8J0AA	2,4	F/P
37.	1181st TTBn Meridian, Ms	W8J6AA	4	F
38.	1182nd TTBn Charleston, SC	W8J7AA	4	F
39.	1184th TTBn Mobile, Al	W8J8AA	4	F/P
40.	1185th TTBde Lancaster, Pa	W8JAAA	2,4	F/P
41.	1186th TTBde Jacksonville, Fl	W8JCAA	2,4	F
42.	1188th TTBn Decatur, Ga	W8J9AA	4	F
43.	1189th TTBde Charleston, SC	W8KAAA	2,4	F
44.	1192nd TTBde New Orleans, La	W8J5AA	2,4	F/P
45.	1395th TTBde Seattle, Wa	W8KCAA	2,4	F/P
46.	1397th TTBde Vallejo, Ca	W8JHAA	2,4	F/P
47.	202nd ACDD Baltimore, Md	WV4EAA	2,4	F/P
48.	614th ACDD Houston,Tx	WZPWAA	2,4	F
49.	629th ACDD Ft Eustis, Va	WZPYAA	2,4	F/P
50.	639th ACDD Vallejo, Ca	WZZUAA	2,4	F/P
51.	640th ACDD Tampa, FL	WZZVAA	2,4	F/P
52.	643rd ACDD Spokane, Wa	WZZWAA	2,4	F/P
53.	652nd ACDD Seattle, WA	WZPXAA	2,4	F/P
54.	32nd Trans Group Tampa, Fl	WQ68AA	3	F
55.	300th Trans Group Butler, Pa	WSXTAA	3	F
56.	336th Trans Group Ft Sheridan, Il	WSXVAA	3	F
57.	375th Trans Group Mobile, Al	WSXXAA	3	F
58.	76th CS Det Orlando, Fl	WS2GAA	4	F
59.	77th CS Det Manhattan, Ks	WVP0AA	4	F
60.	421st CS Det Dover, DL	WYGTAA	4	F
61.	417th CS Det Baltimore, Md	WYGSAA	4	F

Attachment 2 (cont.)

62.	1159th CS Det Orlando, Fl	WYRXAA	4		F
63	194th CS Det Daytona Beach, Fl	WV35AA	4		F
64.	195th CS Det Orlando, Fl	WV36AA	4		F
65.	352nd CS Det Jacksonville, Fl	WYGRAA	4		F
66.	369th CS Det Houston, Tx	WSQ6AA	4		F
67.	455th CS Det St. Louis, Mo	WQ6EAA	4		F
68.	468th CS Det Ft. Meade, Md	WYGUAA	4		F-
69.	502nd CS Det Sherman Oaks, Ca	WRWCAA	4		F
70.	509th CS Det Panama City, Fl	WZUAAA	4		F
71.	526th CS Det Springfield. Mo	WZUEAA	4		F
72.	630th CS Det Charleston, SC	WZPVAA	4		F
73.	1156th CS Det Daytona Beach, Fl	WYR0AA	4		F

U.S. Navy (16)

74.	FISC Norfolk, Va	N45631		2,4	F
75.	ELSF Cheathan Annex, Va	N81464		2,4	F
76.	CB Ctr Port Hueneme, Ca	N69232		2,4	F/P
77.	FISC Pearl Harbor, HI	N00604		2,4	F/P
78.	NAVSTA Guam, MI	N61755		2	F/P
79.	NAVSTA Naples, It	N62588		2	F/P
80	NAVSTA Sigonella, It	N62995		*	F/P
81.	NSA Bahrain	*		F/P	
82.	NAS Keflavik, Iceland	N63032		2	F/P
83.	NAVSTA Roosevelt Roads, PR		*	F/P	
84.	NAVSTA Guantanamo Bay, Cuba	N60514		2	F/P
85.	NAVSTA Rota, Sp	N62863		2	F/P
86.	NWS Earle, NJ	N60478		*	F
87.	NAVMAG, Indian Island, WA	N32013		4	F/P
88.	NRCC Singapore	N68047		2	F/P
89.	NSF Diego Garcia	*		F	

U.S. Army (1)

90.	USAKA, Kwajalein, Marshal, Islands			2	F

LEGEND:

Configuration Number	Configuration Name
2	Computer Set, Digital (WPS Minicomputer File Server- Ocean Terminal Configuration)

Attachment 2 (cont.)

3	Computer Set, Digital (WPS Minicomputer File Server- OCONUS Regional System Configuration)
4	Computer Set, Digital (WPS Enhanced Microcomputer-Carryaway System Configuration)
6	Computer Set, Digital (WPS Central and Hub File Servers- CONUS Regional System Configuration)
*	Satellite site from Configuration 2

Status

F: Fielded

P: 7242 Scanners fielded

Sites By Status:

Army Active:	34
Army Reserve:	40
Navy Active:	15
Navy Reserve:	01
Total:	90

Attachment 3

AIT – Automated Identification Technologies
APAN – Ammunition Ports Automated Network
BOIP – Basis of Issue Plan
CDRB – Continental United States Regional Data Base System
CONUS – Continental United States
COR – Contracting Officer's Representative
DoD – Department of Defense
DPOC – Deployable Port Operations Center
GTN – Global Transportation Network
ICODES – Integrated Computerized Deployment System
IQ – Intelligent Query
IV&V – Independent Verification and Validation
LIF – Logistics Intelligence File
LOGMARS - Logistics Applications of Automated Marking and Reading Symbols
MARCC – MTMC Applications Resource Call Center
MILSTAMP – Military Standard Transportation & Movement Procedure(s)
MPOC – Mobile Port Operations Center
AIS – Automated Information System
NIPRNET – Non-Secure Internet Protocol Router Network
OCONUS – Outside Continental United States
PCO – Procurement Contractor Officer
PM – Project Manager
PMO – Project Management Office
PMSR – Project Management Status Review
PMSRs – Project Management Status Reports
QCP – Quality Control Plan
RFID – Radio Frequency Identification
SCP – Systems Change Package
SCP – Software Change Package
SDDC – (Military) Surface Distribution and Deployment Command
SR – Service Request
SOW - Statement of Work
TAV – Total Asset Visibility
TCRs – Test Condition Reports
WPS – Worldwide Port System